

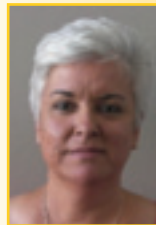
Torrance University - Class is in Session!

In June, the long awaited CORE Training began in five workshop style, half-day seminars covering Customer Service, Communications and Ethics. The subjects seem simple enough on the surface but the goals of the program are ambitious:

- Provide every employee the foundation to do their job regardless of its description
- Foster interdependence and work relationships across the organization
- Reinforce seamless service delivery
- Provide an understanding of how each individual employee fits into the overall organization
- Connect the strategic plan to operations and the role of the public servant

Judging from the feedback given by the alumni of the first sessions, the training successfully meets its goals, and then some.

Donna M. Rizzo
Workers' Compensation
Administrator, Human
Resources



"Shortly after completing my CORE classes, a co-worker asked me to take over on a call from an irate man. The caller used profanity, called me unflattering names, and yelled for a while. Luckily, for both of us, my training was fresh in my mind. I let him vent, and empathized with him, he calmed down, and we were able to communicate. Before the training, I probably would have hung up on him, which would have made the situation even worse."

Mark Fujimori
Park Ranger
Coordinator,
Community
Services
Department



"Whether out in the field talking with the public or working inside the office with my colleagues, the instruction provided by the Torrance University has helped me on a daily basis to better serve the City. The training on customer service, communications, and ethics was thorough and in a fun, relaxed setting that encouraged participation."

Cynthia Rosell
Secretary,
Community
Development



"99% of my time is handling complaint calls; every class reminded me that I need to focus on the issue, not the person or the personality. I also realized that everyone's job is about customer service and that internal customer service is huge."

Bill Johnson
HVAC
Technician



"I found it interesting that much of the customer service training was similar to what I teach my students at El Camino. Common courtesy and common sense seem to be uncommon these days and it is helpful to be reminded of the importance and effect a friendly greeting or answer can have."

Martin A. Serna
Assistant Chief,
Administrations
Division, Fire
Department



"The most valuable portion of Torrance University was the interaction between departments. It helped me recognize that there are quite a few resources available to us as service providers. The only way that we can know what these resources are, is if we just communicate with each other better."



More on page 2

Coastal Cleanup



The City of Torrance Team led the local clean-up.

Torrance employees Cynthia Rosell and Jeff Kidd served as the "Team Torrance" Beach Captains for the second year in a row and led a team of 25 people that consisted of employees from the City and their family and friends, as well as employees of American Honda, Marriott South Bay, and members of the Torrance Chamber's Young Professionals Group.

A record 780 volunteers show up on Saturday, September 19, 2009, and just at Torrance Beach alone 113 lbs. of trash and 65 lbs. of recyclables were collected.

Heal the Bay was ecstatic to announce that 2009 was the "most successful Coastal Cleanup Day in our 20 year history", with 14,038 volunteers removing over 300,000 pounds (150 tons) of



A record 780 volunteers turned out to help. Photos courtesy of Leslie Cortez.

trash and recyclables from L.A. County's oceans, beaches, rivers, creeks, parks, and neighborhoods. Both numbers are new records for Heal the Bay and L.A. County.

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Torrance University - Class is in Session continued

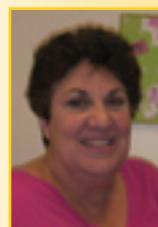
Gillian S. Studwell Deputy City Attorney

"I am newer to the city and found the classes were a fantastic way to find out what other departments do. It's nice to know who works where and what they handle. I appreciated learning how to identify personalities, it is very good to understand how to work with different individuals. The classes gave me the opportunity to build relationships with people I would never have met otherwise."



Jill Weldin Senior Account Clerk, Finance

"The classes were great, the instructor made them interesting and fun. We learned that people sometimes call with a mindset about municipal workers that we can dispel with patience and allowing them to be heard. We had a chance to meet and get to know other employees that we would never normally come into contact with."



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Retirees

6/09 - 8/09

Name	Title	Ret Date	Years of Svc.
Lloyd Davis	Bus Operator	5/18/09	8
Paul Hill	Police Officer	6/29/09	27
Richard Kerber	Police Officer	5/11/09	29
Jerry Kisselburg	Maintenance Worker	7/30/09	8
Daniel Metzger	Police Officer	6/26/09	30
Andrew Nishimoto	Sr. Mechanic	7/13/09	26
Robert Picker	Police Lieutenant	6/23/09	26
Nancy Pierson	Bus Operator	5/31/09	14
Maureen Reeder	Librarian	6/19/09	28
Tina White	Administrative Analyst	5/19/09	25
R. Mike Wilson	Parks Services Administrator	6/6/09	37

Promotions

6/09 - 8/09

CITY ATTORNEY'S OFFICE

Patrick Sullivan
Deputy City Attorney III

COMMUNITY SERVICES

Christopher Self
Irrigation Systems Technician

POLICE

Robert Johnson
Police Records Supervisor

PUBLIC WORKS

Michael Aguiar
Water Service Supervisor

Jason Hovsepian
Lead Maintenance Worker

New Employees

6/09 - 8/09

CITY ATTORNEY'S OFFICE

Jocelyn Poblete
Legal Counselor I

CITY CLERK'S OFFICE

Rebecca Poirier
Deputy City Clerk

FINANCE

Fulton Bell, Jr.
Senior Accountant
Wei (Wendy) Wu
Accountant

FIRE

Katherine Dascomb
Fire Prevention Officer

POLICE

Nicole Anderson
Daniel Jenkins
Public Safety Dispatcher

David La Plante
Animal Control Officer

Vanessa Ryan
Police Records Technician

Maile Thai
Juvenile Case Worker

PUBLIC WORKS

Michael Bechtel
Maintenance Worker

Vijay Prasad
Engineering Tech III

Patricia Roderick
Typist Clerk II

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In Review

Torrance Transit Transitions to Hybrids and a New Look

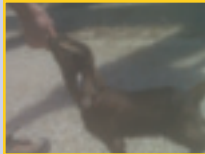
January, 2010. The department is in the process of redesigning the look of its fleet, logos, street signage, printed schedules and the driver's uniforms. The gasoline/electric hybrids will sport a new exterior paint design and the existing fleet will be re-painted to match. Events are being planned to introduce the rebranded department to the city and the public in the first quarter of 2010.

Torrance Transit will celebrate its 70th Anniversary with the acquisition of ten new gasoline/electric hybrid buses in

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Photos courtesy of Alan Berndt

Sr. Water Service Supervisor, Alan Berndt, found a better weed abatement method for the hills surrounding the tennis



Goats Gulp Grass, Greet Gawkers, Gain Ground

courts at the south end of Crenshaw Boulevard - Goats! Less expensive than human workers, the animals clear a much wider area and eliminate the risk of worker injury on the steep terrain. The goats attracted so many spectators that an observation area had to be created. "I couldn't believe people would come with refreshments and watch the goats all day," said Berndt. Over 200 goats gorged themselves on mustard and other weeds blown in and rooted among the plantings. The job was completed in five weeks instead of the projected three months. One nanny goat stopped eating long enough to produce a baby.. The kid's name? "Alan" of course!



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The Employee Variety Show

Photos courtesy Linda Cessna & Carolyn Chun



The joke wall.



The dirty old man was no match for two purse-wielding sisters in arms.

The cast takes a quick break for a photo op.



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Blood Drive

June's Blood Drive Stats
59 donors, 52 units collected, 156 lives saved

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CALENDAR

Service Awards

March 5, 2010

If you are celebrating any multiple of 5-year anniversary with the city this year, be sure to save the date, to sail away for the annual Service Awards Dinner. Each honoree and their guest are treated to souvenir portraits, a delicious dinner, great entertainment and after-dinner dancing. It's a fun evening in your honor so don't miss it!

Turkey Trot

November 26, 2009

Earn that Thanksgiving Feast by participating in the 30th Annual Harry Sutter Memorial Turkey Trot, a 5K Run/Walk that begins and ends at the Sam's Club Parking Lot on Airport Drive.

Holiday Giving - City employees have a long history of generously contributing to the holiday needs of the less fortunate in our community. This year the need is great; every effort is greatly appreciated.

Angel Adoptions - Fulfill a child's wish by adopting an Angel from the trees located in the City Manager's Office, Finance, the Katy Geissert Civic Center Library and the Police Department.

Holiday Can Tree - Located in the lobby of the West Annex at City Hall, non-perishable food items will be collected for both Thanksgiving and Christmas distribution. Perishable items will be accepted on the mornings of each pick up date. Dates will be announced in citywide emails.

Centennial Preparations -

City staff members are preparing for the Centennial Kick-Off Social Reception, to be held on Monday, October 26, 2009. Centennial Committee members will get a chance to get acquainted with one another and review initial plans. The first few meetings will focus on the committee's structure, idea generation and the format of 2012's Celebration.

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A propensity for details and experience working in both the private and public sectors put Rebecca Poirier on an unexpected career path that led her to work for City Clerks in two South Bay cities. The Hawthorne native earned an Associates Degree at El Camino College and a Bachelors Degree at California State University Northridge while employed in the Human Resources department at Target Corporation.

After college, Rebecca worked in the Recreation Department at Buena Park and then applied for a similar position in Redondo Beach. Fate stepped in and her application crossed the desk of the Redondo Beach City Clerk who recognized that Rebecca's experience working with confidentiality issues and her detail orientation were the right fit for an open position there.

Rebecca spent the next nine years in the City Clerk's office of Redondo Beach being groomed to move up within the office. She served three extended periods in the move-up position as Chief Deputy City Clerk and attended state, national and international conferences to keep growing in her profession. She earned

We Welcome Rebecca Poirier Deputy City Clerk



the designation of Certified Municipal Clerk in June of 2003 and has applied for her Master Municipal Clerk designation. In July of 2009, Poirier began her current position as Deputy City Clerk in Torrance.

"I am so lucky to be working with Sue Herbers (City Clerk). She has so much experience, I know I will learn a lot from her," said Rebecca. "Torrance City Council meetings are technologically advanced; streaming council meetings live on cable and internet and everything is computerized," she continued.

Rebecca shares her home with thirteen-year-old Jasmine, a Border Collie – Australian shepherd mix. An avid traveler, Rebecca is planning a trip to France with her sister next year. At home, she enjoys spending time with family, reading, hiking and bicycling.

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The Health Care Circus Comes to Town

The annual Employee Health Care Fair went on in September as a reminder that taking care of your health must take priority regardless of the economy and budget cuts. The circus theme made for a colorful and fun atmosphere where employees took advantage of free blood testing and flu shots and received information on the many aspects of good health care.

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Jon Landis wins a prize at the HR booth run by Elaine Winer and Rob Weinmeister.



Lu Clayton and Marsha Barnet clown around with a vendor.



Health Fair organizer, Lina Dominguez.



Left: Phil Duthie and Patti Goldenson sported festive tie-dyed shirts and hosted Wii games

Tough guy, Eddie Harris smiles through the needle stick while, Lisa Terlazzo, Yolanda Gomez, Soc Yumul, Oscar Graham, Diana Calhoun, Jennifer Carvallo, and Donald Yarbrough wait for their turn.



The library's Paula Weiner, Mike George and Steven Frame



Mike Chacon and Deramus Welch worked the room.



I work for the Heating, Ventilation and Air Conditioning (HVAC) Department. We maintain over 700 pieces of HVAC related equipment in all city properties including all Civic Center buildings and perimeter buildings like fire stations, libraries, police sub-stations, park buildings, senior citizen centers, the airport and the Torrance Historical Museum. We even keep the Plunge swimming pool at 80 degrees year round.

About 70% of our workload is preventive maintenance, that includes water treatment on cooling towers, replacing air filters, checking belts and motors, lubricating bearings, calibrating thermostats, washing and disinfecting evaporators and condenser coils and many other tasks. Preventive maintenance prolongs the life of equipment, keeps it running efficiently and means fewer breakdowns on hot summer days, which keeps people happy.

The other 30% of our work consists of responding to service calls mostly to address climate issues and supervising contractors to make sure they are keeping the highest standards and quality of work. We also monitor the equipment remotely with our energy management systems.

What Do You Do? Jorge A. Beischl Air Conditioning Technician



Periodically, we take specialized classes that keep us up on the latest energy efficient and innovative technologies. The knowledge we gain allows us to make faster repairs and teaches us different ways to save energy utilizing different control strategies.

My favorite thing about my job is that every day is different; I never know what or where the next service call is going to be. This keeps my mind sharp and I never feel that my job is monotonous. I work with a great team, my supervisor is always available to consult with on the best way to approach a difficult job and my co-workers are always ready to lend a hand. All of this makes my job very rewarding.

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Going Paperless

For years, we have been aware of the impact our use of paper has on the environment. Paper is made from wood pulp that necessitates cutting down trees and putting them through a process that can involve emitting dangerous chemicals into our water, plus the emissions of the vehicles used in the delivery systems and the storage and waste problems at the end user.

The City has instituted a number of creative ways to minimize the use of paper beginning with the City Attorney's office seven years ago. The only paper used in the department is documents that require original signatures. For many departments a simple solution was to add a second computer monitor to work stations to eliminate the need to print out a document for reference.

Three years ago, Human Resources Claims Management department was receiving six to twelve inches of mail per day, in addition to the forms they generated and most of it then needed to be filed and stored indefinitely. In 2006, the department upgraded their imaging system and began to scan all open files into the system. Today they have eliminated five lateral file cabinets of materials and the space will be reallocated to work stations. The system allows employees to retrieve files electronically at the touch of a button speeding response to inquiries and allowing documents to be electronically transmitted instantly.

The City Clerk's office now generates City Council agendas online and distributes fewer paper copies. The exceptions are the hard copies provided at the libraries and City Clerk's office for public viewing. The public and City staff can be added to a notification list to receive email notice when the City Council agendas are posted by notifying the City Clerk's office at 310-618-2870 or by sending a request to CityClerk@TorranceCA.Gov.

The Finance Department has reduced its paper use by approximately 120,000 sheets or 30 cases annually using electronic agendas and minutes, bid flyers, and vendor registration forms. The use of electronic files has reduced by half the paper documents for publishing budgets, budget reviews and the Comprehensive Annual Financial Report. Their Stockless Office Supply Program saves in warehousing space and product waste.

We can all save on paper and filing space by using paperless electronic deposits and paycheck stubs, by receiving regular bills, and making payments through our online banking. It's a Win, Win, Win!



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Torrance TRIVIA

Last Issue's Question: Q. Two Torrance branch libraries were built on the same plan. Can you name the "twins"?

Answer: *In order to save money, the Henderson and "new Walteria" branch libraries were built on the same plans.*

Correct Responders to the Summer 2009 trivia question were: William T. Kamimura, Barbara Kass, C. Buehler, Corazon Malazo, Diane Megerdichian, Edith Garcia, Joseph R. Simolo, Jay Spradlin, Mike Hansen, Sunny Lai, Pam Barton, Bryan Clair, Paula Weiner, Rosanna Ganacias, Lisa Gutierrez, Lisa Terlazzo, Sherry Lovato

New Question: Which Torrance schoolhouse bell can still be seen and heard today after 104 years?

Send your answers to: Janstnclff@aol.com

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Guess Who???

This SoCal native has a lot of drive and loves to go, go, go. The busy bingo enthusiast will go a long way to play. Our subject is happy in the heat of the Caribbean, Hawaii, the Mexican Riviera, Las Vegas or Arizona. Swimming and fishing are favorite activities in fresh or salt water, but, the non-fish eater happily gives the catch away. At home we may find our subject engrossed in a mystery novel or playing with two beautiful grandbabies. A city employee since 1982, our subject is currently learning sign language to use with customers, at church or perhaps as a volunteer in retirement.

Send your guesses to: Janstnclff@aol.com

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Submit all game responses, employee news and calendar items to: Janstnclff@aol.com.

Info-Bits

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